



Advanced Illness Member Support Programme

Who we are

Bankmed Medical Scheme (referred to as ‘the Scheme’), registration number 1279, is a non-profit organisation, registered with the Council for Medical Schemes. Discovery Health (Pty) Ltd (referred to as ‘the Administrator’) is a separate company and an authorised financial services provider (registration number 1997/013480/07) which takes care of the administration of your membership for the Scheme.

Overview

The Advanced Illness Member Support Programme (AIMSP) is a proactive programme aimed at providing members living with a serious illness with an extra layer of support. The purpose of the Programme is to engage members and their family to connect them with a care team that includes Healthcare Professionals and counsellors trained to support members with advanced illness.

About some of the terms we use in this document

There may be some terms we refer to in the document that you may not be familiar with. Here are the meanings of these terms.

Terminology	Description
Day-to-day benefits	These are the available funds allocated to your Plan’s applicable out-of-hospital benefits. Depending on the Plan you choose, you may have cover for a defined set of day-to-day benefits.
Scheme Rate	This is the rate we pay for healthcare services from hospitals, pharmacies, Healthcare Professionals, and other Providers of relevant health services.
ICD-10 code	A clinical code that describes diseases and signs, symptoms, abnormal findings, complaints, social circumstances and external causes of injury or diseases, as classified by the World Health Organization (WHO).

Access to the Advanced Illness Member Support Programme is voluntary

Members with an advanced illness may face many challenges associated with their condition, whether these are physical, social or psychological.

Published evidence shows that when a patient connects earlier with the right care teams, this can have a significant impact on the quality of life for the patient and their family, both physically and emotionally.

A care consultant will proactively contact members to support and help connect them (and their family) to specific Healthcare Professionals and counsellors who can support them with their advanced illness and quality of life.

On acceptance of the member on the Programme, the care consultant will authorise specific healthcare services for the member.

The Advanced Illness Member Support Programme at a glance

Members will have access to the following:

- **Support from a care consultant**

A care consultant will assist members in connecting them (and their family) to specific Healthcare Professionals and counsellors who can support them with their advanced illness and managing the quality of life. The care consultant can also assist in navigating benefits and guiding members, with information and services they may need. Members registered on the Advanced Illness Member Support Programme can contact the team by e-mailing AIMqueries@bankmed.co.za for assistance in navigating any of the approved services.

- **Basket of services**

Registered members and their family will have access to the following:

- A consultation with a specific doctor or registered nurse trained in managing advanced illness, or palliation.
- Two counselling sessions for the member (which may include the family) with a social worker or registered counsellor or psychologist with an interest or training in health crisis support or palliative support.

- **Access to additional information**

The care consultant can provide the member and their family with information that can support them with their questions or with information that can assist in navigating some of the challenges they may face.

Your cover on the Advanced Illness Member Support Programme

The Advanced Illness Member Support Programme pays for services provided by specific Healthcare Professionals

We will pay for healthcare services provided by any of the Healthcare Professionals with specific training in managing quality of life and palliation for members with an advanced illness, according to benefit approval and the agreed individual member care plan.

These costs will not affect your day-to-day benefits and will be paid at the Scheme Rate from your Hospital Benefit.



Services must be accessed from Healthcare Professionals who are registered with the Board of Healthcare Funders (BHF)

Bankmed will pay for these healthcare services or treatments if the application is approved, and you use appropriately registered Healthcare Professionals (with a valid BHF registration number) who use valid tariff codes for the healthcare service or treatment.

We need the appropriate ICD-10 codes on accounts

All accounts for palliative care must have a relevant and correct ICD-10 code (diagnosis code) for us to pay it from the correct benefit. To ensure there is no delay in paying your Healthcare Professionals' accounts, please notify the team managing your treatment (or your loved one's treatment) about this requirement.

Nominating a person to assist you

Where you, as the patient, choose to nominate someone to assist you in dealing with your medical scheme, you may complete a *Third Party Consent application form*. This form is available on www.bankmed.co.za. Should you, at any stage, wish to revoke consent for sharing information, you may notify us accordingly.

Access to palliative care

Members with an advanced illness, who require additional support and benefits for palliative care, may apply for cover through the Advanced Illness Benefit (AIB), in consultation with their treating Healthcare Professional. Cover is subject to review and clinical entry criteria.

For more information on the Advanced Illness Benefit, visit www.bankmed.co.za or e-mail AIB@bankmed.co.za

Contact us

Kindly contact 0800 BANKMED (0800 226 5633) or e-mail enquiries@bankmed.co.za

Complaints process

You may lodge a complaint or query with Bankmed Medical Scheme directly on 0800 BANKMED (0800 226 5633) or address a complaint in writing directly to the Principal Officer. Should your complaint remain unresolved, you may lodge a formal dispute by following Bankmed Medical Scheme's internal disputes process.

Members, who wish to approach the Council for Medical Schemes for assistance, may do so in writing to: Council for Medical Schemes Complaints Unit, Block A, Eco Glades 2 Office Park, 420 Witch-Hazel Avenue, Eco Park, Centurion, 0157 or via e-mail at complaints@medicalschemes.co.za. Customer Care Centre: 0861 123 267. Website www.medicalschemes.co.za

